# NAVAL HOSPITAL TWENTYNINE PALMS

# Commanding Officer’s Brief

# Naval Hospital 29 Palms

- JCAHO score of 97 in February 2003
- MED-IG/Safety Inspection score of SAT
- Received the Zumwalt 5 Star Award
- Travel Card delinquency rate is zero for last 6 months
- Laboratory Inspections all with zero discrepancies
  - CAP in September 2002, 2 yr certification
  - FDA in August 2002, yearly unannounced
  - AABB in June 2002 (initial inspection)

# HOSPITAL SERVICES

- *Staff Sick Call*
- *Health Promotion*
- *Nursing Services*
- *Anesthesia*
- *Orthopedic Surgery*
- *OB/GYN Surgery*
- *Perioperative Services*
- *Family Practice*
- *Pediatrics*
- *Internal Medicine*
- *Mental Health*
- *Emergency Medicine*
- *Optometry*
- *Audiology*
- *Radiology*
  - *CT, Doppler US, Mammography*
- *Pharmacy*
- *Laboratory*
- *Immunizations*
- *Preventive Medicine, Occupational Health*
- *Physical Therapy*
- *Nutrition*
- *General Surgery*

# Services offered at BMC China Lake

- Family Practice, Primary Care
- Pharmacy
- Laboratory
- Radiology
- Aviation Medicine
- Occupational Health
- Industrial Hygiene
- Audiology
- Physical Therapy

# BMC China Lake

- Telemedicine provided through NMCSD
  - Dermatology, ENT and Psychiatry
- Specialty care offered from Naval Hospital 29 Palms
  - Orthopedics, Psychiatry, Physical Therapy, Optometry, Audiology

# CURRENT WORKLOAD

- *25* Active beds, 7 LDRP (under construction, not included in 25), *47* expanded
- Average daily patient census - *8.4* (including newborns)
- Average Length Of Stay - *2.8* Days
- Outpatient visits FY 02 – Total (*137,013*)
    - NHTP *91,185*
    - BMC China Lake *16,121*
    - ER visits *14,653*
    - Military Sick Call visits *15,054*
- FY 02 Admissions and APV's - *1,841*
- CY 02 Births – *427*

# FORCE HEALTH PROTECTION
# Readiness

- NHTP does not have a deployable platform however, we augment Fleet Hospital 5, USNS MERCY and the 3rd Marine Air Wing

  22 Personnel deployed (HMs, MC(FS), SKs, MSs, YN)

  Provide support to other MTFs (NC & MC)

- Provide medical support for reserve units training on MCAGCC

# FORCE HEALTH PROTECTION
# Readiness

- Provide Corpsmen support for base training activities
- Hospital has assumed medical support for all rear party personnel
- Support “Operation Bulldog”

# Family Support

- Counseling services
- Coping seminars
- Operation Enduring Families
- Key Volunteer Network

# Optimization

- Clinical Services Business Office
  -Improved access to care
  - Phone tree
  - Clinic Managers
  - Appointment template realignment
  - Revised appointment process

# Optimization

-Improved Utilization and Efficiency

- Consult shop
- Outpatient coding
- Nurse Advice Line
- Team nurses
- Formatted SF 600s
- Realignment of provider patient panels

# Optimization

- Establishing of Population Health Department
- Data Quality:

  -EOD increased from 72% to 95%

  -ADM increased from 79% to 99%

  -Medical Record Delinquency Rate 0% for last 5 months

# Integration

- Eliminated resource sharing agreements:

  Optometry and Family Practice at both China Lake and NHTP.  OB/GYN at NHTP
- Reduced ED resource support contract

- Total annual savings in excess of $3 Million

# Homeland Defense

- Hospital Emergency Incident Command System (HEICS), 97% hospital staff trained
- Participated in regional/state wide emergency disaster drills
- Supported base decontamination plan
- Hospital staff actively involved in base Explosive Ordnance Detail (EOD) Team

# PATIENT SAFETY INITIATIVES

1. Hired Patient Safety Specialist
2. Active Risk Management Advisory Committee
3. Active FMEA process
4. Implemented Patient Safety Goals for 2003
5. Patient Safety articles in the NHTP *Examiner*
6. Patient Safety website
7. 100% staff trained in Patient Safety

# PATIENT SAFETY INITIATIVES

8. Patient Safety tips in 2003 Hospital Calendar
9. SPEAK UP patient education campaign
10. Medication Cards
11. Herbal/Supplement Guide

# BIRTH PRODUCT LINE PERFORMANCE IMPROVEMENTS

- Family Centered Maternity Care Advisory Board comprised primarily of beneficiaries
- Perinatal Committee
- Hired Perinatal Case Manager, Social Worker, and Lactation Consultant
- Interactive Customer Evaluation Tool (ICE)
- Implemented Clinical Practice Guidelines for uncomplicated

# BIRTH PRODUCT LINE PERFORMANCE IMPROVEMENTS

- Breastfeeding initiative, currently 84% at time of discharge with the National Average 67%
- Certificate of Intent filed in Dec 02 for certification as a Baby Friendly Hospital
- Fetal Fibronectin Testing (Nov 01)

  69 transports avoided saving over $20,000
- Marketing Strategies

# BREASTFEEDING SUCCESS RATES

## JUL 02 - MAR 03

**National Avg 67%**

**NHTP Avg 84%**